

## ORM Internal Survey Results

This survey was provided to twenty ORM staff members selected at random. Ten surveys were returned with results as indicated below.

**Your immediate supervisor/manager conducts regular meetings and shares information as appropriate.**

All of the time	1
Sometimes	6
Never	3

**Differences of opinion can be addressed openly and without fear of negative repercussions from your immediate supervisor/manager.**

All of the time	1
Sometimes	6
Never	3

**Your immediate supervisor/manager encourages creative ideas and will implement them if appropriate.**

All of the time	2
Sometimes	6
Never	2

**Your immediate supervisor/manager works with you and other members of the team to set clear performance goals.**

All of the time	1
Sometimes	6
Never	3

**You go to your immediate supervisor/manager when you are unsure of how to address a technical issue related to your daily tasks.**

All of the time	5
Sometimes	2
Never	3

**Which behavior does your immediate supervisor/manager demonstrate most often:**

Promotes teamwork and provides performance coaching	6
Resorts to intimidation and favoritism	4

**Briefly describe your immediate supervisor's/manager's greatest strength.**

- Intimidation; favoritism
- My supervisor's greatest strength is that she is very knowledgeable of legal issues and coverages in our line of insurance
- 
- Supportive of employees, tries to promote employees even if they don't have a degree
- Miss Ann is a very good listener and handles problems in a very professional manner.
- Communication and organization
- Manager's knowledge of workers compensation and her ability to teach
- Lets the supervisor manager his/her employees
- Very willing to listen objectively to the other side of an "argument" – wants to cover all aspects of an issue before making a final decision
- The manager is too new in the position to determine.
- Knowledge of claims

**Briefly describe your immediate supervisor's/manager's greatest weakness.**

- Lack of ability to motivate people to reach their fullest potential
- There is a problem with being too nit-picky on petty issues causing inefficiency in the claims handling process
- I haven't seen anything yet from my supervisor.
- She can't fit more hours into the day.
- Paying attention to details and neatness.
- Supervisor's weakness is her lack of knowledge regarding workers' compensation
- Worried about what goes on in other units
- Not as technologically up-to-date as others, has trouble sometimes on computer-driven processes
- The manager is too new in the position to determine.
- People skills

**Briefly describe what you can do to be a better team member.**

- Identify a common goal and all work to reach it
- Bring back the positive attitude that I used to have years ago
- Help my coworkers with computer issues, have a positive attitude
- I could put in more K time and help her out more
- Be more tolerant of other's personalities
- Helpful to others
- Continue as is
- Help motivate and encourage others in their jobs – provide praise and incentives when goals are met
- Keep all personnel involved and informed. Also listen to what they have to offer.
- Availability

**Do you feel that your immediate supervisor's/manager's style of management reflects or is similar to the management style of his/her immediate manager?**

Yes	3
No	7

**Have you considered leaving ORM in the last six months?**

Yes	9
No	1